

Director's Update

Golden Dome season is back! DAS is well represented in this year's awards. In this issue, I am pleased to recognize some very special DAS employees who have played important roles in the success of the enterprise. Please join me in congratulating the honorees listed in the following paragraphs—they *are* the face of Iowa state government.



Mollie K. Anderson

Richard Labertew – General Services Enterprise Design and Construction

Employee of the Year

Few state employees do work as visible to the public as **Richard Labertew** (GSE), who has spent years restoring the interior painting and stencil work in the State Capitol, Terrace Hill and the Ola Babcock Miller Building. Dick began his painting in the Capitol Building in 1971, and became a state employee in 1979. His dedication, research and hard work are clearly visible in the splendor of these beautiful buildings and will be appreciated by visitors for years to come.

Stephen Lindner—State Accounting Enterprise

Leader of the Year

For more than 33 years, **Steve Lindner** (SAE) has focused his attention and considerable expertise on the accounting systems of Iowa state government. Beginning with the Comptroller's Office and going on to positions of increasing responsibility, Steve has been overseen the design and implementation of several successful accounting systems, the State's Indirect Cost Allocation Program, the statewide Cash Management Improvement Act, and many policies and procedures that state disbursements and operations to ensure timely and correct payments to the State's customers. Every area of state government has been positively affected by his contributions and dedication.

Dan Gallardo and Jim Meisch—General Services Enterprise Capital Complex Maintenance

Badge of Courage

During the summer of 2003, these two alert nursery workers were surprised to notice that a state vehicle had rolled down the hill behind the Capital Complex Maintenance Building, stopping on the railroad tracks. So **Dan Gallardo** (GSE) and **Jim Meisch** (GSE) ran east on the railroad tracks to alert the operators of a train traveling toward the car that there was danger ahead. Their action averted an accident that could have resulted in injury, death and/or property damage. Thanks to their quick thinking, train operators dodged a potential disaster.

Peggy Mitchell and Martha Van Gundy, State Accounting Enterprise, Income Offset Team Team of the Year

Improve performance despite losing one third of your team? It cannot have been an easy goal, but **Peggy Mitchell** (SAE) and **Martha Van Gundy** (SAE) achieved it. They run the state's income offset program, comparing lists of individual or business scheduled to receive state payments with lists of those who owe the state money. When they find matches, they subtract amounts owed from outgoing payment amounts. Their combined efforts generated a 19 percent increase in total funds recovered, but they didn't stop there: A review of processes and focus on increasing automation reduced response time by two working days and increased information available to customer departments. That is teamwork!

DAS Length of Service Awards

25 years

Harold Wilkinson (GSE) Fed. Surplus Property
Gary Trisler (GSE) Printing
Kathy Sims (SAE)
Cheryl Shippy (SAE)
Donna Sigler (ITE)
Dale Schroeder (GSE) Fleet and Mail
Yvonne Heard (GSE) Custodial
Wes Hunsberger (ITE)
Stephanie Maher (ITE)
Lois Mullin (HRE)
Randy Howard (GSE) Capitol Complex
 Maintenance
Richard Laberte w (GSE) Design and
 Construction

30 years

Shirley Walker (GSE) Fleet and Mail
Judy McMains (GSE) Printing
Larry Johnson (GSE) Capitol Complex
 Maintenance
Cathy Mallard (HRE)
Debra Miller (GSE) Printing
Russ Rozinek (ITE)
Bob Byers (ITE)

35 years

Wendell Keir (GSE) Capitol Complex
 Maintenance
Dave Ritchie (SAE)
Brenda Reilley (HRE)

General Services Enterprise

Kudos to GSE

COO **Patrick Deluhery** (GSE) accepted the 2004 Metro Waste Authority, Business Recycling Award on behalf of the GSE, for taking strides to make a difference in recycling on the Capitol Complex. Past winners have included the City of Ankeny, The Clarke Companies, Des Moines Metropolitan Transit Authority, and other noteworthy central Iowa employers. Congratulations!

On the Capital Complex

One good thing about our cooler-than-normal start to summer: lower-than-normal cooling requirements. Now that summer is here, however, remember that air conditioning temperature will be adjusted to 78° with allowance for a 3° variance. As a conservation measure, air handlers will be operated from 7:00 a.m. to 5:00 p.m. Monday through Friday. At other times, office spaces will not get with circulated conditioned air. If you have questions, contact **Tim Ryburn** (GSE). Capital Complex Maintenance (CCM) staff sends official thanks to the Building Engineering staff for its effort to assure that everything was ready to go when the cooling system was activated for the summer season.

If you're walking the grounds on 12th Street between Grand Avenue and Walnut Street, be sure to check out the facelift to Lady Liberty and the Spanish American War memorial, courtesy of the CCM mason, carpenter and grounds teams. It is a treat for all of us to see the Capitol grounds looking so beautiful!

New Safety and Health Committee Web Pages Posted

You'll find useful information on the Safety and Health Committee pages in the GSE section of the DAS website, http://das.gse.iowa.gov/services_rates/SafetyHealthHome.html

If you are a supervisor or team leader, take advantage of the opportunity to re-acquaint yourself with the where to go and what to do pages covering what to do if an employee is injured, the [Worker's Compensation First Report of Injury report](#), and the [Worker's Compensation claim form process](#). The First Report of Injury form has already been partially completed for you in advance, and the necessary information to gather is circled on the form. Share your suggestions or concerns related to safety and health on the Capitol Complex with any committee member. For more information, contact **Doug Reed** (GSE.)

Human Resources Enterprise

State Employees Health and Recreation Committee (SEHARC) Update

Several Curves locations in the Des Moines Metro area are now offering reduced joining fees to State of Iowa employees. You can see a list of all fitness centers offering discounts to state employees at http://das.hre.iowa.gov/benefits_wellness.html

HRE Team Makes Strides Against Breast Cancer

A team of thirteen HRE staff participated in the 5K Making Strides for Breast Cancer walk on Saturday, May 8, 2004, in Des Moines Water Works Park. The team included: **Pete Peterson**, team captain, and his sister, Dev Kiedaisch; **Susie Pritchard**, **Christina Dykstra** and her husband, Darrell, and their two daughters, Elizabeth, 6, and Abigail, 2; **Karen Kienast** and her friend, Randy Kasal; Jessica Avon (former staffer) and her mom, Kathy Richardson; Jayme Richards (former staffer); **Connie Hellmann** and her sister, Peggy Erickson; and **Barb Kroon**.

The HRE team contributed \$325 in registration fees and another \$470 in donations from staff. Since 1993, Making Strides has been the American Cancer Society's rallying cry to raise awareness and dollars to fight breast cancer. Last year, 350,000 walkers across the United States collected more than \$26 million.

Information Technology Enterprise

Workstation Update: "Advertised Programs" and a Microsoft Office Update

ITE offers an "Advertised Programs" feature within your computer's "Control Panel" so that you can install software or updates that have been approved, documented, licensed and tested—at your convenience. You are free to run any programs that are advertised to your computer.

This feature is helpful if you are having trouble with a particular program. Often, simply installing that program again from "Advertised Programs" will resolve the issue. And since programs on this menu are frequently updated to keep them current, re-installing them insures that your computer is fully updated, reducing the need for network-wide automatic security updates.

One update available in early June is the newest version of Microsoft Office. All DAS Exchange users should have received an e-mail message explaining how to install the upgrade. New Office features include:

- Windows Quick Launch bar replaces the (floating) Office tool bar.
- Side-by-side calendar viewing in Outlook 2003 with color-coding and labeling added for easy viewing. View your calendar and those of the folks you're trying to schedule a meeting with—at the same time.
- New Word editing, formatting and reviewing features.
- E-mail desktop alerts notify you of new messages. You can immediately go to this message or let it “fade” away from the screen and open the message later.
- Quick Flag tool to attach to messages for priority or time sensitivity.

Updates will be available for installation over the next six weeks.

ASAP users may wish to pick up an informational brochure, available June 2, 2004, at the HRE Grimes building reception desk and Hoover A and B reception desks.

If you have questions about advertised programs or how to install them, including Microsoft Office 2003, contact the ITE Help Desk at 281-5703. For a list of advertised programs currently available, e-mail **Joel Paine** (ITE).

Criminal Justice Information Systems (CJIS) Moves Forward

Two decision-making bodies have been established to move the CJIS from the preliminary planning phase to implementation.

The first meeting of the Criminal Justice Information Systems (CJIS) Board of Directors was held April 26, 2004. Comprised of **Governor Tom Vilsack**, **Chief Justice Louis Lavorato**, State Court Administrator **David Boyd**, and DAS Director **Mollie Anderson**, the Board will set policy for all aspects of the State's integrated criminal justice system. The Board agreed to the mission, scope, goals, and objectives of Iowa's criminal justice integration initiative.

The CJIS Advisory Committee will hold its first meeting on June 22, 2004. The seventeen members of the committee represent state and local criminal justice jurisdictions and will make recommendations to the Board on issues like privacy, security, standards, planning, funding, operations, architecture etc. For more information, contact **David Meyers** (ITE).

What is Customer Relationship Management?

Customer Relationship Management (CRM) is a term that is used to refer to a set of processes, software, and (often) Internet capabilities—and an approach—to help a business manage customer relationships in an organized way. The CRM approach encourages a business to integrate all its business process in sales, marketing and service for the benefit of the customer.

CRM is one of the innovative business solutions currently being developed by DAS to help it operate in a more customer-focused manner. A team headed by **Nadir Mehta** (ITE) has begun constructing a piece of the CRM framework: eDAS, a web portal to a central data resource that can be accessed to input any request for a DAS service by anyone with internet access and a password. When eDAS is fully activated, services requests will become part of a database of customer information that will allow customers, employees, or managers to check the status of a service request, find a DAS product or service that meets a specific need, remind customers of service requirements, or simply find out what products a customer has purchased.

The database will be very useful, but it is only a portion of potential CRM value. Equally powerful is the idea that DAS must integrate its internal processes, where it makes sense to do so, so that the process of serving customers actually *becomes* simpler. This may mean better coordinating the internal work teams charged with meeting customer needs.

Governor Tom Vilsack's goals for the DAS complement CRM objectives. Improving customer service, streamlining, saving money, and using resources in a more creative fashion are all likely outcomes from logical workflow integration and automation. In the months ahead, you will be hearing more about how CRM concepts will be applied to help DAS achieve its goals.

New Common Directory Coming July 1

Just like the Pony Express, the IowaHub was destined to enjoy a short but glorious era. Due to the glamour promised by Microsoft's Active Directory and Exchange E-Mail (the *old* "Common Directory"), the IowaHub will fade into the sunset on June 30, 2004.

The *new* Common Directory is set to debut July 1, 2004, ready to delight users with a new and improved global address lookup capability. All state employees will be listed in the Directory. Expect to find intuitive groupings by department and detailed information on a user's title, office, telephone number, and manager. Addition of the new search capabilities is expected to be a transparent (read: painless for most of us) transition. If you have questions or suggestions for other improvements to the Common Directory, contact **Lorrie Tritch** (ITE).

Security Awareness Training

Do you do your part to protect the security of State IT systems? The DAS-ITE Information Security Office and Media and Learning Services have developed a security awareness training application, the Security Awareness Tutorial (SAT) to familiarize employees with many of the basic security concerns facing government and business today. This online course will be made available to all DAS employees and will help educate each of us on what we can do to mitigate risk to State systems as well as our own. Interested employees who do not have access to a computer can work with supervisors to arrange to access this online tutorial. For more information, contact **Larry Brennan** (ITE).

State Accounting Enterprise

McKelvogue Assumes Leadership Role

Calvin McKelvogue (SAE) officially assumes his new responsibilities as Chief Operating Officer (COO) of the State Accounting Enterprise effective July 2, 2004. He replaces **Steve Lindner** (SAE), who accepted the state's early out offer after 33 years of service.

McKelvogue brings an excellent understanding of state finances and considerable experience to the position. Most recently a supervisor in SAE, his responsibilities have included oversight of the daily processing, income offset, and generally accepted accounting (GAAP) teams.

McKelvogue has worked for state government since 1980, when he joined the State Auditor's office as an auditor. He was promoted to audit manager, where he learned about the operation of many departments of state government. In 1987, he headed the project to bring the state's financial reports into compliance with GAAP within the Department of Revenue and Finance. He guided the initial preparation of the state's

Comprehensive Annual Financial Report, and with his team has earned the Certificate for Excellence in Financial Reporting for ten consecutive years.

The new COO says the new role is a major challenge that he looks forward to meeting. "Following in footsteps like Steve's is very difficult, but I have confidence that the SAE staff will work with me to provide the same great service for which we are known. My goals right now are to survive I/3, firm up the management staff, and provide stability in the department as the changes continue," he said.

DAS Core

DAS Leave Slip

DAS has now switched to using a new leave slip, standardized and especially designed for us. The new leave slip was developed by a committee composed of **Linda Goebel** (HRE), **Jean McPherson** (SAE), **Debbie O'Leary** (GSE), **Sharon Sperry** (ITE), **Kathy Van Wey** (DAS Internal Operations), **Tammy Abdulghani** (HRE), and **Gerd Clabaugh** (DAS Internal Operations). In addition to the new paper form, the committee developed a new web-based electronic version of the leave slip that is being tested by four DAS work units. After the test, employees with computer access will be able to complete such requests online. Thanks to **Justin Carlson**, **Sharon Sperry**, and **Mark Uhrin** (all ITE) for their assistance in making the web-based form a reality.

HRE Disability Survey

You should have received HRE's Disabilities Survey to all DAS staff. The purpose of the survey is to ensure that HRE has the most recent picture of the state government workforce for human resource planning and affirmative action purposes. While the survey is strictly voluntary, you are strongly encouraged to complete the confidential survey and return it to HRE. This information will be a significant help as state government strives to be the employer of choice for all Iowans. If you have questions, contact **Barb Kroon** (HRE).

All-Employee Meeting In the Works

Mark your calendars tentatively for Friday, July 16, 2004 to attend the next DAS All Employee Meeting. This meeting will be a one-year celebration of the new Department and the great number of accomplishments we have made. A planning committee is now working on the details of the event. For more information, contact **Gerd Clabaugh** (DAS Internal Operations).

Carol Stratemeyer (DAS Policy and Standards) has been helping DAS businesses with their innovation fund loan applications, including Federal Surplus Property, and Design and Construction. She is also working with Fleet and Mail on several policy issues.

Doug Kern (DAS Policy and Standards) is continuing his work on the Governor's Cyber Security Task Force. He is also working with IT to identify information technology standards that need to be updated, and help determine how the standards-setting process should work.

Mike Pringle (DAS Measurement and Planning) will move to ITE Operations effective July 1, 2004. Mike joined state government more than 3 years ago and has handled numerous jobs in a commendable fashion for the former ITD and for the Measurement and Planning Division since that time. Mike has been the "go to" person on a variety of topics, for a variety of reasons. He has served his customers and state government very well and will be missed. We wish Mike well in his new assignment.

More DAS Employee News

Finance Welcome Blahnik

Richard Blahnik (DAS Finance) brings a strong background in budget and finance to the budget analyst position previously held by Joanne Andersen. He will be responsible for DAS payroll projections, HRE budget and financial analysis and statements. Richard comes to us from the City of Des Moines. We welcome the expertise that he will bring.

Labor Relations Team Staff Changes

Todd Sadler has resigned his position on the PDS Labor Relations Team effective June 3, 2004. He has accepted a position with the Aquila Corporation as an HR manager and begins his new duties on June 7. Todd has been an excellent member of the LRT and he will be missed.

Tim Guyer of the labor relations team has tendered his resignation effective June 11, 2004. He has accepted a position with General Electric in Burlington as a HR Representative and will begin his new duties on Monday, June 14, 2004.

Daryl Frey (HRE), Administrator of the Program Delivery Services Division, says the Division is sorry to lose both. "These guys will be greatly missed not just because of the experience and expertise they brought to the team but also because of their willingness to take on any project and see it through," said Frey. Both vacancies will be filled promptly. If you are interested, please check the DAS-HRE website.

Silas Hanneman Interns for HRE

Intern **Silas Hanneman** (HRE) is assisting HRE until mid-June. A recent graduate of Grand View College in Des Moines, he is assigned to the Employment and Organizational Development Division. He is working on updating the selective certification system and a website aimed at working with persons with disabilities.

New Capitol Complex Maintenance Staff

Rob Godfredsen (GSE) has held the position of custodial lead worker and is now transferring into a trade's helper position in Capitol Complex Maintenance. **Mark Spillers** (GSE) has been hired as a custodian for the Wallace Building.

Former GSE Employee Ronald Carter Buried May 17

Paula Newbrough and Dale Schroeder (both GSE) noted the death of **Ronald L. Carter**, a longtime employee of the Department of General Services. First appointed Superintendent of State Mail by Governor Harold Hughes on March 1, 1966, Ron retired after 31 years of state service in 1997. Cards and/or memorials may be sent to his wife Norma Jean Carter at 1130 12th Street, Des Moines, Iowa 50314.

Former IDOP Staffer Bob Wynne Dies

HRE staff and others were saddened to learn of the death of long-time Iowa Merit Employment Department and Iowa Department of Personnel employee **Bob Wynne**. Bob passed away on April 7 of pancreatic cancer. Bob was a personnel analyst/personnel management specialist for over 30 years with the State. He retired in 1999. Sons Michael Robert of West Des Moines and John Owen of Linz, Austria survive him.

Editor's Note

Information for the next issue is due July 23 for a newsletter to be distributed August 6, 2004. Send information to newsletter editor **Patti Walden Allen** or these staff: DAS Core: **Pat Lantz, Gerd Clabaugh, Mark Johnson, Jan Olson, Paul Carlson, Denise Sturm**. In DAS Enterprises: **Barb Kroon, Lowell Sneller, Calvin McKelvogue, Lise Melton, Dean Ibsen, Tim Ryburn, Debbie O'Leary or Shirley Walker**. Masthead designed by **Mike Steven**.